

2014 Update



Utah Office of Inspector General

Driving a more efficient State government

Lee Wyckoff, CPA, CISA, CFE
Inspector General



Utah OIG

In three years the Utah OIG has matured from a start-up operation to a fully implemented and successful enterprise.

The Utah OIG has identified four categories of high level shortfalls in its first three years:

1. Errors in operations and the adjudication process
2. Coding, billing and standards errors
3. Ambiguous policy leading to waste and/or billing errors
4. Contractual problems (weak internal controls)

Utah OIG Response

The Utah OIG is responding to recurrent errors through:

1. Training & Development
2. Collaborative Initiatives
3. Cultural Transformation

Training

“What was your favorite part of training?”

Participants of the 2014 Statewide Provider Training selected the Utah OIG and Medicaid Prior Authorization as their favorite topics – *2014 Medicaid Statewide Provider Training Survey*

The Utah OIG interprets this finding as demonstrating ‘need for’ and ‘receptiveness to’ OIG provider training.

Provider training is a top priority within the Utah OIG

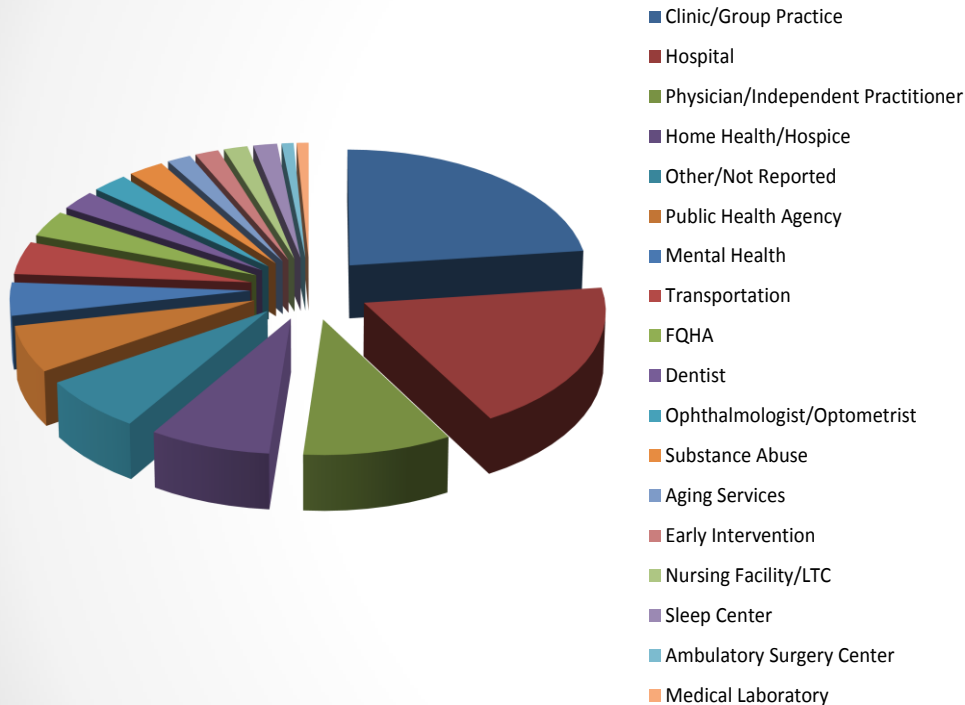
Provider training is key to developing relationships and shifting interactions from **punitive to preventive**

In FY 2014 the Utah OIG:

1. Performed state-wide provider outreach trainings – coordinated with Medicaid
2. Performed frequent training for individual providers to address immediate needs – e.g. coding or billing specific training
3. Performed numerous issue specific and groups trainings – e.g. Utah Healthcare Association, Senior Companion, Utah Hospital Association, Division of Services for People with Disabilities

Training

Percentage of Training Survey Respondents



FY 2015 Training Goals

- Increase training participation and attendance
- Promote training amongst all provider types
- Engage underrepresented Medicaid providers in training activities
- Promote specialized training opportunities for all key stakeholders

Collaborative Initiatives

... We have developed a collaborative partnership with the Utah OIG, and value that cooperation.

W. David Patton, PhD, Executive Director,
Utah Department of Health

Utah Medicaid

- 15 performance audits were released with 56 recommendations
- Medicaid agreed with all 56 recommendations
 - ✓ 22 recommendations have already been implemented
 - ✓ 34 have scheduled implementation dates
- Utah OIG reviewed 53 Medicaid policies
 - ✓ Recommendations were made to improve 50 of the 53 policies reviewed

Other Collaborations:

- Medicaid Fraud Control Unit (MFCU)
- Law Enforcement
- The Attorney General's Office
- ACO Special Investigation Units (SIUs)

Cultural Transformation

... the relationship between the provider community and the Utah OIG has improved substantially since the inception of the Office of Inspector General.

Daniel T. Ditto, Senior Legal Counsel for
Intermountain Healthcare, Inc.

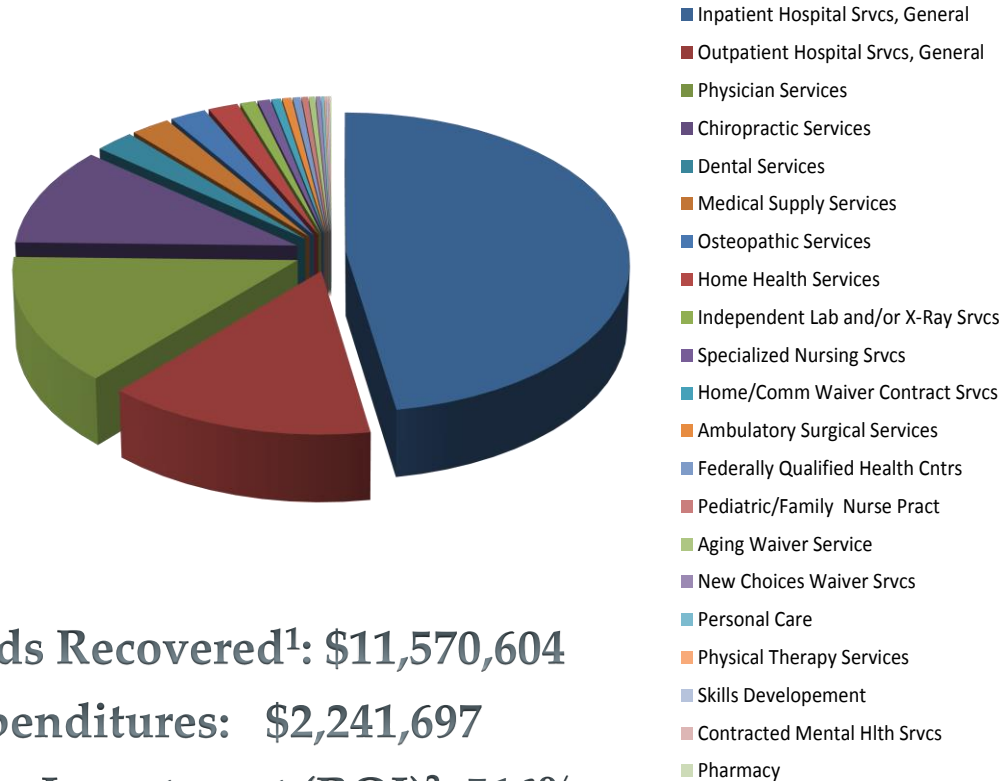
...the Utah OIG has developed a collaborative approach which allows providers to cooperate with the Office in identifying and resolving payment errors--both overpayments and underpayments.

John Oaks, Vice President
Government and Payer
Relations IASIS Healthcare

- The Utah OIG has made it a priority to consider various stakeholder perspectives
- When differences in interests occur, the Utah OIG finds solutions that benefit providers, taxpayers and Medicaid
- This has resulted in a positive cultural transformation

Results

**Percentage of Cases Opened
By Category of Provider Service (FY 2014)**



FY14 Taxpayer Funds Recovered¹: \$11,570,604

Utah OIG FY14 Expenditures: \$2,241,697

Utah OIG Return on Investment (ROI)²: 516%

¹ Utah OIG collected an additional \$18,632,019 on behalf of MFCU (the Medicaid Fraud Control Unit), not included in this figure.

² The Utah OIG calculates ROI in a simple, conservative manner: $ROI = (\text{Taxpayer Funds Collected} / \text{Expenditures}) \times 100$

Looking Forward

HB 106 (2013) placed important policy responsibilities on the Utah OIG – after a year we know what the actual benefits and costs are of these responsibilities.

Benefits

- Reduction in ambiguous policy
- Increased clarity among providers
- Fewer errors

Real Costs

- Currently diverting critical resources from policy analyses from Utah OIG investigations
- Two FTEs needed for policy analyses

Questions?

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